



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

DOCUMENT SERVICES MANAGER

Class No. 003004

■ CLASSIFICATION PURPOSE

To plan, organize, and direct the operations involved in the county's centralized printing and duplicating services; or microfilming and records retention operations and Records Management Program; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

The Document Services Manager is responsible for activities involved in the centralized production and distribution of printed materials for the county; or the centralized microfilming and retention of records by developing and implementing policies, standards, and procedures relative to print, duplicating, or records management services. This class differs from the lower level classes of Printing Services Supervisor or Records Management Supervisor, in that the Document Services Manager plans, organizes and directs operations and is responsible for a wide range of activities not required of the subordinate class.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

Reprographics/Print Option:

1. Determines staffing levels, workflow patterns, equipment, and material needs for the printing and duplicating center.
2. Supervises and directs the workflow of subordinate staff within the unit to provide timely and quality services to client departments.
3. Establishes internal policies and procedures.
4. Interprets, informs and trains subordinates on County and departmental policies and procedures.
5. Develops and implements unit's budget, spending plans and revenue schedules and establishes procedures to control funds, expenditures, and appropriations.
6. Develops and implements procedures to minimize deviation from financial plans.
7. Reviews purchase requests for needs assessment, cost benefits and product capabilities.
8. Collects and prepares statistical data and reports.
9. Develops cost estimates for production of printed materials.
10. Develops and/or reviews and approves requests for proposals for outside printing services.
11. Participates on boards and provides technical consultations to user departments and outside agencies.
12. Conducts studies and special projects related to printing.
13. Make oral presentations of findings to departments, committees, or outside special interest groups.
14. Determines equipment needs.
15. Establishes training methods for efficient and safe use of equipment.
16. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Records Management Option:

1. Directs the supervision, training, and evaluation of staff in the microfilming, conversion, storage, retrieval and destruction of county records.
2. Develops and implements standards, policies and procedures relating to the Records Management Program.
3. Acts as liaison to County departments by providing advice in the most economical and efficient document management, records conversion, and retention solutions.
4. Evaluates customer requirements and completes initial design, testing and set up of software applications to ensure that custom applications are compatible with enterprise applications.
5. Monitors the cost of doing business, revenues, and budget.
6. Implements new services to include developing plan and cost estimates.
7. Develops marketing strategies and campaigns to attract new clients.
8. Develops cost control plans and prepares statistical data and reports.
9. Interprets legislation pertinent to records management.
10. Reviews all systems for accuracy, including billing and electronic work systems.
11. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Reprographics/Print Option:

- Various types of printing equipment.
- Paper stocks.
- Printing inks and chemicals.
- Laws, regulations, and rules pertaining to safety.
- Basic math.
- Printing, publication, and duplicating equipment.
- Purchasing procedures.
- Principles and techniques of personnel management and supervision.
- Budget preparation.
- County customer service objectives and strategies.
- The General Management System in principle and in practice.

Records Management Option:

- Federal and state regulations concerning microfilming and retention of government records.
- National standards for micrographics.
- Methods and techniques for microfilming and records maintenance.
- County records management program requirements.
- Technology and information systems as they relate to records management.
- Principles and techniques of personnel management and supervision.
- Budget preparation.
- County customer service objectives and strategies.
- The General Management System in principle and in practice.

Skills and Abilities to (both options):

- Analyze information, issues, conditions, policies, and procedures to solve problems and recommend operational improvements.
- Manage workflow in a production environment.
- Exercise independent judgment and initiative.
- Coordinate resources and provide services within budget and time parameters.
- Effectively supervise the activities of others.
- Effectively communicate orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.

- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Reprographics/Print:

1. Five (5) years of experience in printing publications and duplicating services, three (3) years of which must have been in a supervisory role in a large copy/offset, print/remote, print/fulfillment operation servicing more than 10,000 employees or customers and processing a minimum of 40 million impressions annually, including responsibility for preparing an operational budget, establishing work standards, and supervising subordinate staff; OR
2. Two (2) years of experience as Printing Services Supervisor with the County of San Diego.

Records Management:

1. Five (5) years of experience working in a large high volume government records management operation, three (3) years of which must have been at the supervisory level, supervising staff and activities involved in the microfilming and retention of records. This experience must include interpreting and implementing policies, procedures, standards and regulations related to government records management; OR
2. Two (2) years of experience as Records Management Coordinator with the County of San Diego.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Some positions may be exposed to a low degree of chemical fumes and power equipment noise.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: December 29, 1989
Retitled: August 13, 2003 (from Chief, Reprographics)
Revised: October 23, 2003
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